

W-01689A-16-0187



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Arizona Corporation Commis
Utilities Complaint Form

Investigator: Roxanne Best Phone: <<< REDACTED >>> Opinion Date: 9/7/2016
Opinion Number: 2016 - 134520 Priority: Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed Closed Date: 9/7/2016 9:45 AM

First Name: Wynema Last Name: Bell Account Name: Wynema Bell
Address:
City: State: Zip Code:
Email: <<< REDACTED >>>

Company: Clear Springs Utility Company, Inc. Division: Water

Nature Of Opinion

Docket Number: W-01689A-16-0187

Docket Position: Against

Mr. Respectful Paul Kauffman, Sept. 3, 2016

As a member of the Sunsites community I am glad that you people are finally taking care of business with the proposed improvements and repairs, however what have you been doing with our payments before now? What were you doing with our payments for all these years if not taking care of the needed repairs, much less improvements? Any homeowner or good business person knows that if these are handled in a timely manner they are cheaper and easier to pay for. Did this company forget that or were you guys just lining your pockets while we dealt with sewage backing up into our homes on a regular basis and the hydrants were becoming unusable? Good job Clear Springs. This company knew what was happening, so save the false surprise.

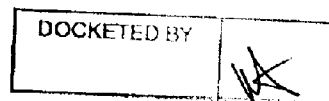
As to the twits at Portable Products Incorporated ("Portable"), it is their fault they chose not to do their due diligence before investing in Clear Springs. Caveat emptor - Buyer beware. Everyone knows when you buy a pig in a poke and it's bad, you go back to the seller for recourse. One does not ask everyone else to pay for their poor judgement.

I cannot believe you have the nerve to say, "Clear Springs recognizes that many members of the Sunsites community live on fixed incomes." Yet you want a 97% increase! How two faced can one company be?! I'm sure you are unaware that those on fixed incomes are not guaranteed an annual increase. Unlike many in the business world that get raises whether they do a good job or not. To highlight the recent "increases" to fixed incomes:

2016 No increase
2015 1.7% increase
2014 1.5% increase
2013 1.7% increase
2012 3.6% increase
2011 No increase
2010 No increase

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Three (3) out of seven (7) years NO INCREASE and the other four (4) minimal increases. A 1.x% increase

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for most is not enough to buy a Big Gulp a day, much less pay a bill.

Just how greedy is this company to want to double their bill, when there are people who go hungry – literally – to pay your bills now! What is the real motive? Empty out Sunsites so you can buy it for a song, then sell it to a developer or mining company? It is apparent having customers is not what is wanted. To say I am disgusted with each and every one who proposed this outrageous increase is an understatement!!

Sincerely,

Wynema Bell

Forwarding a copy to the Corporation Commission (for all the good it will do) and the Arizona Range News.

Investigation			
Date:	Analyst:	Submitted By:	Type:
9/7/2016	Roxanne Best	Email	Investigation
Comments noted for record and docketed. Closed.			
